# Next Generation Server

## Remote Unlocking

*Operations Manual V1.08r*
*09 JUNE 2008*
**Required Server client version 1.08r or later.**

**Please shutdown any Anti-virus software while using the Nextgen server.**
**Because the server client is an EXE that connects to the Internet**
**Norton can wrongly detect this as a bloodworm virus.**

**JIC Technology**

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**System Requirements:**

Operating System: windows XP

# Nokia Product Code Tool (debrand & language change)

You will need:

a. Nokia PC suite installed (www.nokia.com to download or disc supplied with your phone)
b. Nokia USB cable (as supplied with your phone)

**How do you do it?**
You need to be connected to your PC (use your Nokia USB cable as provided with the phone) and have Nokia PC Suite running and your phone recognised.

**Switch off any Anti Virus and disable any firewall!!!!!**
Firstly you will need to Sync your stuff with PC Suite.

**DO NOT use backup and restore as this has shown to cause future problems with stability!**
If you need your texts message for reference then change the message settings to save on your memory card and you get the option to copy across all existing texts.

**You will also 'loose' all your installed apps and will have to reinstall these once you have completed the Debrand/upgrade process.**

You will also need all your network and internet (data) access settings. You can note them down, get them resent after the debrand/upgrade to your phone by text message from your network provider or from Nokia, or for UK simply get them from here http://www.filesaveas.com/networks.html.

Download and install the latest Nextgen server client, this will put a copy of the drivers on your PC (http://www.nextgenserver.com/files)

1. Run Client
2. Enter your User name & Password under “username & password” tab
3. Click on “server settings” make sure “main server” is selected
4. in “phone settings” select “Nokia” from drop down list.
5. in “nokia jobs” select “chg. ProdCode”
6. Click “Do Nokia Job”
7. Select the New product code (only products codes for your type of phone are displayed, descriptions are also displayed)
8. Double click the product code you whant, Nextgen Server client will now update your phone

**Trouble Shooting.**

If when you try to change the product code, the Nextgen client just freezes and then when you disconnect, it says it can not identify the phone, please follow the following to roll back to the older Nokia USB drivers on your PC

First, remove all previous Nokia programs (Nemesis Service Suite, Nokia PC Suite, Nokia Software Update, PC Connectivity Solution, Cable Drivers, Nokia Modem Drivers, etc.). from "add remove programs in control panel, then Restart your computer

After that, install older version of Nokia PC Suite from
http://nds1.nokia.com/files/support/global/phones/software/Nokia_PC_Suite_682_rel_22_0_eng_us_web.msi as this only works with OLDER DRIVERS !!!

if it ask a new version available on internet during or after installation, do not update Nokia PC Suite from internet before. (And don’t re-install Nokia Software Updater).

Then repeat the change product code with Nextgen Client

Part 1 done.

**Now to Update the firmware in your Phone, Make sure your battery is fully charged**.

Go back to Nokia Data Suite and Click the 'Update phone software' button and the programme will lead you through the process of update. You may be required to download and install a newer version of the 'Nokia Software Updater' so just agree and wait for this to complete.

The NSU (Nokia Software Updater) will start and give instructions! (you maybe redirected to the Nokia website to download the Nokia Software Updater if you have not done so previously) It will detect your phone, identify it and search for an available update. Then, if one is available, it will give the option of proceeding with the update. Say yes and once the update has started wait until the process has finished.

**Do not touch the phone, do not turn it off, do not disconnect the USB cable.**
When the update has finished your phone will restart and you will have installed the latest firmware version of the Operating System.

At this point it does no harm to do a hard reset (see below) just to be sure you have what is referred to as a 'vanilla' phone.
Now re-sync with PC Suite and re-enter your network access and data settings.
Finally, re-install your applications to the phone memory (if you use the card memory you can get problems and power consumption goes up so less battery life!

And that's it! You should end up with a stable and zippy phone and the minimum of problems!

Download and install the latest server client, this will put a copy of the drivers on your PC
Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

Drivers are copied to: **C:\Program Files\JIC Technology\JIC online server\phone p2k drivers**

1. Turn on V3 and connect to your PC via USB cable
2. Your PC should flash "message new hardware detected"
3. A new hardware wizard will start.
4. If the wizard asks "can windows connect to windows update to search for software? " choose "No, not this time"
5. Then on the next screen choose "Install from a list or specific location"
6. Tick "Include this location in the search" and un-tick "Search removable media"
7. In the address box browse to, or type **C:\Program Files\JIC Technology\JIC online server\phone p2k drivers**
8. Click "Next" windows will now find the drivers and install the device.

You now need to repeat the above process but with the phone in boot-mode (same as flash mode)

1. Have the phone turned off
2. Place V3 in Boot/Flash mode (hold # & * keys and power on the phone)
3. Boot screen will appear on phone (black screen with white writing)
4. Connect to your PC via USB cable
5. Repeat steps 3 to 8 above

You will only need to perform the above once on each PC you use, the first time you connect a phone.

## Unlocking V3

**If you have flashed your phone to enable video or for any other reason, do not attempt to unlock your phone, contact your supplier before proceeding. If your phone was supplied new with video actived by Motorola then you may unlock your phone, if you are unsure please consult with your supplier.**

**Please make sure your Phone battery is fully charged before starting**

1. Place phone in boot/flash-mode and connect to PC
2. Select V3-Auto on server client
3. Click "unlock v3"
4. Follow the instruction in the SW to the letter

**When client says "Place Phone in Flash Mode"**
(This is the same as placing phone in boot mode)

- Hold down # & * key and press Power button
- Boot screen is displayed on phone (some versions of phone screen will be black no writing after stage 1)
- Client will detect phone and complete next stage.

Only 1 credit per unlock is required !!

**Once Step 1 is complete,**
**Step 2 & 3 can be completed offline by selecting "V3 manual"**

If for some reason, you complete stage 1, and then process needs to be restarted, Select V3 manual, and start there, do not attempt to start from beginning on "V3 Auto" you will have used your credit already !!! (if you have an account with multiple credits, another credit will be deducted, each time you complete stage 1.)

If your phone is stuck in flash mode or phone keypad lights but not enter boot mode.
Then select "V3 Manual" and select "Restore"

V3 in boot/flash mode (during stage 2 & 3 this may appear with out the writing)

## Data Card Unlock, Huawei

Supported 3g Broad band USB/PCMIA data cards.

Huawei E620
Huawei E220
Huawei E618
Huawei E630
Huawei E960
Huawei E630+
Huawei E196
Huawei E170
Huawei E172
Huawei E270
Huawei E272
Huawei E660
Huawei E226
Huawei E800
Huawei E870

### Unlock procedure

1. Connect your data card to your PC (make sure any drivers for the card are installed)
2. Open up the nextgen server client (START > ALL PROGRAMS > JIC TECHNOLOGY > JIC NEXTGEN SERVER CLIENT )
3. Enter your User name & password
4. Make sure “main server” is set under Server Settings
5. Select the correct Phone Setting
    - For E220 select E220
    - For E618 select E618
    - For E620, E628, E630, E630+, 226x, E270, E271, E272, E870 or E870X select E620
6. Now click “Unlock Huawei”
7. The Nextgen Server Client Will now remove the SIM locks from your Huawei data card

Compplete

# L6 & L7 imode

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

Make sure you have downloaded and installed the latest version of the nextgen server.

Drivers are copied to: **C:\Program Files\JIC Technology\JIC online server\imode dtivers**

**Installing Phone Drivers.**
Before you can read the unlock codes from the phone, you must connect the phone to your PC via a usb lead and install the required drivers. This is a simple process.

1. Power on your phone (remove the SIM card 1st)
2. Connect your Phone to your PC via a USB lead
3. Your PC should now detect new hardware, and a new hardware wizard will appear
4. If the wizard asks **"can windows connect to windows update to search for software? "** choose **"No, not this time"**
5. Then on the next screen choose **"Install from a list or specific location"**
6. Tick **"Include this location in the search"** and un-tick "Search removable media"
7. In the address box browse to, or type **C:\Program Files\JIC Technology\JIC online server\imode drivers**
8. Click "Next" windows will now find the drivers and install the device.
9. Click continue if asked about driver signing.

**Unlocking the L6i/L7i Imode**
The nextgen server unlocks the L6 & L7 by reading the unlock code from the phone, it then displays this code for you to enter by the phones keypad.

1. Power on the phone, and connect via USB (if windows detects a new device see the guide above on installing drivers)
2. Open up the nextgen server client (START > ALL PROGRAMS > JIC TECHNOLOGY > JIC NEXTGEN SERVER CLIENT )
3. Enter your User name & password
4. Make sure "main server" is set under Server Settings
5. Select "Moto L6i/L7i" under Phone setting
6. Connect phone to PC, phone powered on (sim out)
7. Press "unlock" on software
8. The Nextgen server will now read the unlock codes from the phone

**Entering The Unlock Codes**
The nextgen server will now display a list of codes like this.

Codes:
NET: *787090 then 09002956, State: CLOSE , Cnt: 9
NS: *476989 then 86948979, State: OPEN , Cnt: 10
SP: *967678 then 00000000, State: OPEN , Cnt: 10
CP: *482896 then 00000000, State: OPEN , Cnt: 10
IMSI: *360608 then 00000000, State: OPEN , Cnt: 10
EXT: *574243 then 00000000, State: OPEN , Cnt: 10

To enter the code, keep * pressed then type 787090 for NCK for instance. a small window will pop up asking for the code

You will only need to do this for the lock that is closed.

Iden Installing Drivers
Download and install the latest server client, this will put a copy of the drivers on your PC
Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

To install the drivers go to: **Start > All Programs > JIC Technology > Install Iden Drivers**
Follow the install wizard instructions.

1. Turn on Iden phone and connect to your PC via USB cable
2. Your PC should flash "message new hardware detected"
3. A new hardware wizard will start.
4. If the wizard asks "can windows connect to windows update to search for software? " choose "No, not this time"
5. Then on the next screen choose "Let windows search for driver"
6. Click "Next" windows will now find the drivers and install the device.

Next please update driver by running: **Start > All Programs > JIC Technology > Fix Iden Drivers**

**Iden Cable: USB Nextel Boost Cable (as supplied with phone)**

Alternative cable, you can modify a Motorola V66/525 type p2k USB cable to fit Iden/Nextel phones, simply remove the black lug from in-between the pins

Note the i930 is not supported by this server.

**Supported phones:-**
850, i450 R9 & R8: i355, i605, i710, i530, i530, i305, i833, i835, i415, i275, i860, i860 Woody, i860 Tattoo, i830, i830 Roxy, i730, i285, i215, i205, i305, i530, i710, i325, i315, i600, i390, i1000, i1000plus, i500plus, i700plus, i2000plus, r750plus, iX1000, i550plus, i2000, i85s, i50sx, i55sr, i80s, i90c, i85s, i80s, i30sx, i35s, i95cl, i60c, i90c, i88s...ect

**Rom 9-13 supported**

**To check Rom Version:-**
Press "#" press "*" press "menu" press "right arrow"
Scroll down to Software or unit info.

i850 - Software Tpe: MS-PDGY-BER-DEERKEY_WIDEN-R13

Where the R at the end is the rom version, the above example being ROM 13

## Iden Unlocking

Please remove SIM card before unlocking, and insure good connection between cable and the phone, if you get CHG error, try holding cable into phone during unlock.

9. Enter your User name & password
10. Make sure "main server" is set under Server Settings
11. Select "Iden" under Phone setting
12. Connect phone to PC, phone powered on (sim out)
13. Press "unlock" on software
14. In 2 to 3 seconds phone will be unlocked. Phone will reboot after unlock.

**Notes About i415 and 1870, with these 2 they have to enter the code each time they reboot the handset.**

**I930 instructions On Next Page**

**If you get "Oops ! CHG error !",**

1. Check SIM card is removed
2. Change phones baud rate to: 115200 (phone menu/settings/advanced/baud rate)
3. Try several times
4. Upgrade your phones firmware to the latest version. You can download the upgrade utility from here:- http://idenphones.motorola.com/iden/support/software/html/firmware_utility.html

It is very important to follow all of the above in the event of CHG error !!!!!

**If you get "Corrupt Data"**

1. Perform Master Reset. (remember to change your pass code/security code in the instructions below if you have changed them)

**Master Reset for i1000plus, i1000, i2000plus, i700plus, i550plus, i500plus, i370, i390 and i600 phones:**

1. Enter * # 43 (Your phone will prompt "Master Reset")
2. Select "OK" once (Your phone will prompt "passcode")
3. Your passcode is "0000" (Your phone will prompt "Master Reset")
4. Enter security code as 000000 and Press "OK"
5. Select "Yes" for Master Reset
6. Select "OK" for caution: see manual
7. The phone will auto power off
8. Switch on the phone again

**Master Reset for i95cl, i90c, i85s, i80s and i30sx phones:**

1. Press Menu
2. Scroll and Select "Settings"
3. Scroll and Select "Security"
4. Scroll and Select "Master Reset"
5. Enter security code as 000000 and Press "OK"
6. Select "Yes" for Master Reset
7. Select "OK" for caution: see manual
8. The phone will auto power off
9. Switch on the phone again

**Master Reset For i205, i305 i750 phones:**

1. Press Menu
2. Scroll and Select "Settings"
3. Scroll and Select "More"
4. Scroll and Select "Advanced"
5. Scroll and Select "Connectivity"
6. Scroll and Select "Master Reset"
7. Enter security code as 000000 and Press "OK"
8. Select "Yes" for Master Reset
9. Select "OK" for caution: see manual
10. The phone will auto power off
11. Switch on the phone again

# Iden I930 Instructions

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

**Before you start.**

1. **Make sure you have the latest server client**
2. **Make sure you have Treo HTTC drivers download and extracted to a folder on your PC.**
   **If using the full install drivers are copied to:-**
   **C:\Program Files\JIC Technology\JIC online server\httc-treo-driver**

**Before you go any further make sure Active Sync has been shut down, or the Client will be unable to communicate with the phone.**

**Also if you use "Microsoft Active Sync" Shut that down as well.**

**Reading Codes.**

1. **Run Client**
2. **Enter your User name & Password under "username & password" tab**
3. **Click on "server settings" make sure "main server" is selected**
4. **in "phone settings" select "IDEN" from drop down list. Then check the i930 box**
5. **Connect USB Sync Cable (as supplied with phone)**
6. **Press both soft keys on the i930 and power on.**
7. **The phone will now be in Boot Mode**

If Windows now detects a new device (this will happen the first time you put an iden i930 into test mode, and the following you will need to do only once)

1. A new hardware wizard will appear. Select "No, not this time" if asked about connecting to the internet
2. Then on the next screen Select "Don't search, I will choose driver to install." Click on the "Have Disc … " button
3. Select the drivers, direct windows to the folder containing the Treo HTTC drivers (**C:\Program Files\JIC Technology\JIC online server\httc-treo-driver**,) if presented with a Windows warning about Microsoft signing of drivers. Choose "Continue Anyway"
4. Windows will now install the drivers.
5. Click on finish on next screen
6. Windows has finished installing New Hardware

You will only need to do this once per PC.

6. **Now click "Unlock Moto Iden" on client SW, (codes should be displayed in under 5 Seconds)**
7. **Codes will be displayed in client SW**
8. **Codes will also be saved to a log file in C:\program files\jic technology\jic online server**

**Entering Codes.**

1. **Remove I930 battery, unplug cable**
2. **Insert incorrect SIM card (1 the phone does not accept)**
3. **Power on iden i930, "Sim not allowed" is displayed, click "ok"**
4. **Goto the dial pad, and use the stylus to enter code one exactly as displayed in the server client.**
5. **Phone will reset and display "sim lock removed"**

**Phone Unlocked !!!!**

# IMEI Calculater

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

Supports:-

- nec e101
- nec n342i
- panasonic A10x
- panasonic A10x new
- panasonic g50
- panasonic g51
- panasonic g70
- panasonic gd55
- panasonic x300
- panasonic x300 new
- philips 568
- philips 568 new
- siemens cl50
- siemens st55
- siemens st55 new
- siemens st60
- siemens CL75
- NEC 343i
- NEC e540

1. Simply enter user name and password,
2. Select Calc under “Phone Setting”
3. Click “Calculate Codes”
4. In new window that appears, Enter phone IMEI
5. Select phone type
6. Click “ok”
7. Client will connect to server and retrieve codes.

**Entering codes**

Insert incorrect sim, and enter code in client.

Siemens **CL75**
IMEI: 374605620432863
**Unlock** Codes:
Code for NCKKN is : **00012*17157383#
Code for NSCKN is : **00022*11571583#
Code for SPCKS is : **00032*13571583#
Code for CKCCK is : **00042*13397583#
Code for PCKKP is : **00052*11371583#
Code for XXXXX is : **00062*13571583#
Code for XXXXX is : **00072*13371583#

Usually you just need to enter code 12 the NCKKN code.

***NOTE:-***
If for some reason you close the client before entering codes, do not panic, a log file is created with the codes recorded in it, Simply goto

MY COMPUTER > LOCAL DRIVE C: > PROGRAM FILES > JIC TECHNOLOGY > JIC ONLINE SERVER >

In this folder you will find a text file, open it up and you will see the codes

## Installing MPX220 Drivers

1. **Press and hold number “6” on phone keypad.**
2. **Plug into PC via V66/V300 type USB cable**
3. **Windows will detect new hardware**

**Now follow the instructions as per MPX200 below from step 2**

## Installing MP200 (for MPX220 see next section)

1. **Hold down the "left" navigation button and connect to PC via Mini US cable, after aprox. 5 secs. windows will detect new hardware connected.**

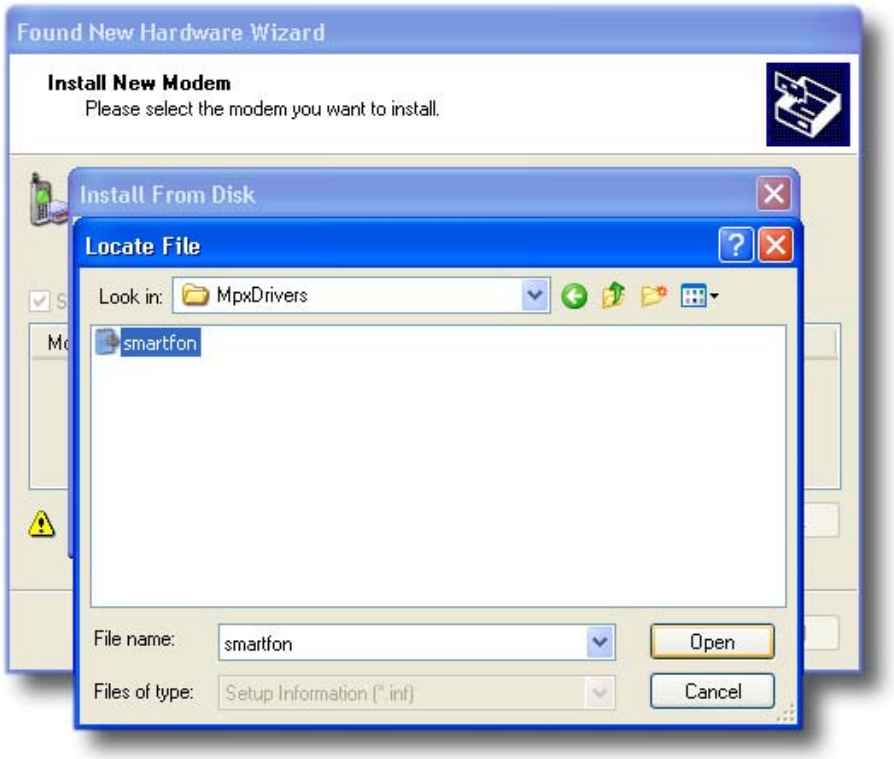
2. **A new hardware wizard will appear.**

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

**Select "No, not this time"**

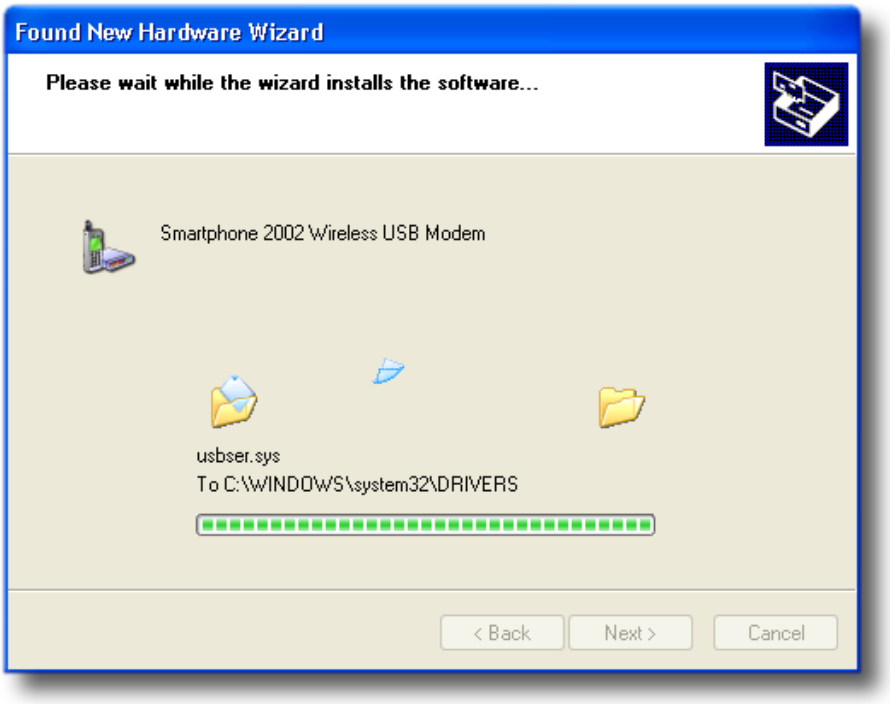
3. **Then on the next screen Select "Don't search, I will choose driver to install."**
4. **Click on the "Have Disc … " button**

5. **Select the drivers**




6. **if presented with a Windows warning about Microsoft signing of drivers. Choose "Continue Anyway"**

7. **Windows will now install the drivers.**




8 **Click on finish on next screen**
9. **Windows has finished installing MPX 200**

## Unlocking Motorola MPX200

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

**Unlocking MPX200.**

9. Run Client
10. Enter your User name & Password under “username & password” tab
11. Click on “server settings” make sure “main server” is selected
12. in “phone settings” select “MPX200” from drop down list.
13. Hold “LEFT” arrow button on MPX and insert Cable (phone off)
14. Click “Get MPX200 Codes”
15. Codes will be displayed in the server client.
16. Insert incorrect card in phone (one it does not take) phone will ask for code.
17. Enter the relevant code from the list that the phone asks for.

## Unlocking Motorola MPX220

**Unlocking MPX220.**

1. Run Client
2. Enter your User name & Password under “username & password” tab
3. Click on “server settings” make sure “main server” is selected
4. in “phone settings” select “MPX220” from drop down list.
5. Hold “6” arrow button on MPX and insert Cable (phone off)
6. Click “Get MPX220 Codes”
7. Codes will be displayed in the server client.
8. Insert incorrect card in phone (one it does not take) phone will ask for code.
9. Enter the relevant code from the list that the phone asks for.

**Trouble shooting.**

Q. My phone says “enter network puk”
A. This is because, the nck has been entered wrong too many times (maybe someone tried to guess it), simply press the down arrow and you will reveal more places to enter codes, simply enter the requested codes, (usually the nck code in 3 places)

# Treo-650 Remote Unlock

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

## Before you start.

3. **Make sure you have the latest server client**
4. **Make sure you have Treo HTTC drivers download and extracted to a folder on your PC.**
   **If using the full install drivers are copied to:-**
   **C:\Program Files\JIC Technology\JIC online server\httc-treo-driver**

**Before you go any further make sure Active Sync has been shut down, or the Client will be unable to communicate with the phone.**

**Also if you use "Microsoft Active Sync" Shut that down as well.**

## Reading Codes.

8. **Run Client**
9. **Enter your User name & Password under "username & password" tab**
10. **Click on "server settings" make sure "main server" is selected**
11. **in "phone settings" select "treo-650" from drop down list.**
12. **Remove Treo Battery Cover & Power on Treo**
13. **Connect USB Sync Cable (as supplied with phone)**
14. **Place Phone in "Test Mode"**
    - **Press and Hold Button on USB Cable**
    - **Using Pen Press and hold for 1 second Reset button in Back of Treo**
    - **Release reset button, then release Active Sync button on Cable**
    - **Display should be red/blue etc and detail boot loader version**
    - **Phone is now in Test Mode**

If Windows now detects a new device (this will happen the first time you put a treo650 into test mode, and the following you will need to do only once)

7. A new hardware wizard will appear. Select "No, not this time" if asked about connecting to the internet
8. Then on the next screen Select "Don't search, I will choose driver to install." Click on the "Have Disc … " button
9. Select the drivers, direct windows to the folder containing the Treo HTTC drivers, if presented with a Windows warning about Microsoft signing of drivers. Choose "Continue Anyway"
10. Windows will now install the drivers.
11. Click on finish on next screen
12. Windows has finished installing New Hardware

You will only need to do this once per PC.

9. **Now click "Connect & Get Codes" on client SW, (codes should be displayed in under 5 Seconds)**
10. **Codes will be displayed in client SW**
11. **Codes will also be saved to a log file in C:\program files\jic technology\jic online server**

**Entering Codes.**

6. **Remove Treo battery, unplug cable**
7. **Insert incorrect SIM card (1 the phone does not accept)**
8. **Power on Treo-650, "Sim not allowed" is displayed, click "ok"**
9. **Goto the dial pad, and use the stylus to enter code one *#*#MEP CODE# exactly as displayed in the server client. Then press "Dial"**
10. **Phone will reset and display "sim lock removed"**

## Phone Unlocked !!!!

***NOTE:-***

If for some reason you close the client before entering codes, do not panic, a log file is created with the codes recorded in it, Simply goto

MY COMPUTER > LOCAL DRIVE C: > PROGRAM FILES > JIC TECHNOLOGY > JIC ONLINE SERVER >

In this folder you will find a text file, open it up and you will see the codes

# *Treo-650 Trouble shooting*

**Q. I get "Can not initialise" when trying to read codes.**
**A. The drivers are not installed correctly, update drivers thus:-**

Right click on My Computer
Select properties
Click hardware tab
Click device manager
Look to see what the Treo is listed as

It SHOULD be listed as HTC USB device, but may be listed as Palm device or other USB device

If you RIGHT CLICK on the incorrect device and click on "update driver"

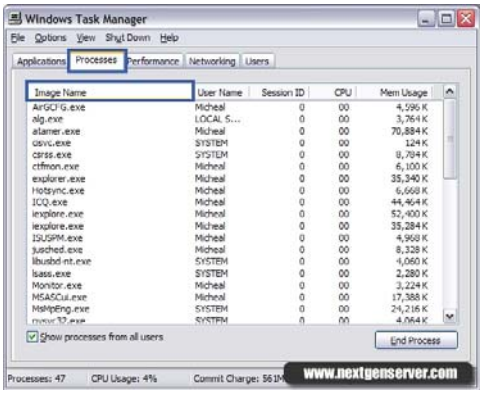
Then follow the guide on installing drivers above (on previous page in the box)

Once drivers have been updated, closer the Server client SW, reopen and start from the beginning of step 4.

Your Treo must be in BOOT MODE while you update the driver

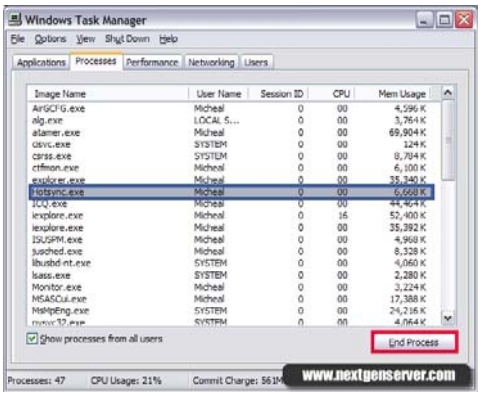
I have checked all of the above, But I'am Still Getting The Same Message
Ok, you have checked the drivers are installed correctly and checked the other points above, please do the following:-

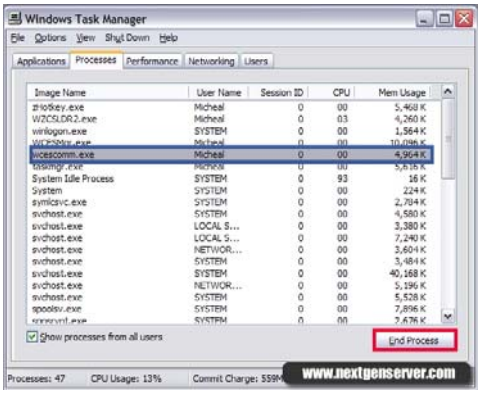
Press CTRL, ALT & DELETE
This will open your task manager




Click the processes tab and then click on the heading "Image Name" to sort from A-Z

Now look for "hotsync.exe" and "wsecomm.exe"




if they are listed, select them as in the images above and click on "End Process"

Once these are closed, you can run the unlock software again and it should work fine

---

**Q. I click "Get Treo650 Codes" but i just get " Genertaing codes" and the PC just sits there**
**A. Then your treo has frozen, an application in it's memory has caused the treo to crash.**

1st try a soft reset on your Treo650

* Soft reset is a reboot of your Treo650 operating system, like restarting Windows on a PC
* This closes all applications on your Treo including those that may have hung or crashed.
* Simply remove the battery from your treo for several seconds and replace.
* If this doesn't work, push a paper clip into the RESET hole under the battery.

Once you have done this start again from Step 3 you will need to place your Treo 650 in boot mode again

---

**Q. I have performed a soft reset but i still get " Genertaing codes" and the PC just sits there**
**A. If a soft reset fails to solve this, then an application on your treo650 is corrupt, A hard reset will erase everything you have on your Treo (excluding what's on the ROM, or what you have on your SD card). and restore it to a clean setup, so removing any corrupt applications.**

1. Remove the battery cover from the treo
2. Whilst pressing "Power/End" button, press the reset button on the back of the Treo with the stylus
3. Continue pressing the "Power/End" button
4. The PALMONE logo now appears with a progress bar
5. When the circular "Palm Powered" logo appears release the "Power/End" button
6. When the "Erase all data ?" prompt appears press Up to confirm
7. If a "select Language" option appears, then select the same language as your desktop software.

Once the hard reset is complete start again from Step 3 you will need to place your Treo 650 in boot mode again

---

**Q.When I click on Unlock, I get ERROR CODE 10060 or Error Code 10049**
A.This is a communications error. Your PC is not talking to the unlocking server.

1. This is normally down to firewall problems.
2. Disable any firewall software you have running
3. Disable Windows firewall in your control panel
4. Disable the firewall on your router if you use one
5. Also, temporarily disable any antivirus software, antispyware etc as these can block communications also.

**Server Uses PORT 6968**
If you are on a network ,behind a ROUTER, or connect via a GATEWAY, you may need to open up PORT 6968, please refer to your routers manual or speak to your network manager for specific instructions for your setup.

---

**Q. I Get Incorrect Username or Password**
A. The password is case sensative, please enter exactly as displayed in the email sent to you. Also check that you have not entered a "0" instead of "o" or visa versa

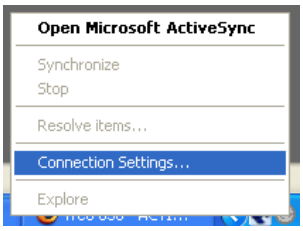
If you have copied and pasted the details, please make sure you have not put a space at the end by accident, as the server will take this as part of the details

---

**Q. How do I disable Microsoft Active Sync ?**
A. Active sync needs to be disabled to allow the server clientto talk to the phone.

1. Right click on the active sync icon in the task bar

2. Click on Connection Settings




3. Make sure the boxes on the left are not ticked, then click OK

Active Sync is now disabled

---

Q. I I've entered the code but the phone displays "The Sim Lock has not been removed"
A. You have tried to enter the code with out first powering on the phone, if you goto the dial pad you wil notice in the top left hand corner of the screen it says "Phone off", power on the phone, and enter the code again.

---

Q. I can not open the software, I get the message “Secure Engine driver cannot be updated, because there are programs using it, You need to close those programs or restart your PC”
A. You need to shut down your antivirus, The server client uses some very advance routines for protection, these monitor for other programs that might be malicious or compromise it’s security, in much the same way as your antivirus software, and often can not be run at the same time. See your AV suppliers documentation on how to shut it down, it must be shut down and not just disabled or auto monitoring turned off.

---

Q. I get the message “Cannot connect to phone, Weird”
A. Make sure the drivers are installed correctly, (see top of this section), make sure the SD card is removed from the phone, Make sure the handset code is disable (goto Security under settings), make sure all antivirus software is shutdown.

## Treo 680 Unlocking

**Treo 680 unlocking**
Requires Palm Desktop Software V4.2 to be installed

**Note About Palm Desktop V4.2**
Please use the CD that came with the Treo 680 smartphone to install Palm Desktop and HotSync Manager Software. At this time, Palm does not offer a downloadable version of this software
(You can only download Version 4.1 from palm website, this is not compatible)

Download V4.2 from here if you do not have the original CD: http://www.jictechnology.co.uk/jic_support.shtml
(Registration required)

It must be running and the phone you wish to unlock must have been synced/paired with the palm desktop software at least once.

It is very important to have the original SIM card in the phone, if you do not watch the phone's screen for the prompt about a missing SIM card.

1. Run Client
2. Enter your User name & Password under "username & password" tab
3. Click on "server settings" make sure "main server" is selected
4. in "phone settings" select "treo-680" from drop down list.
5. Connect phone via USB cable to the PC
6. Click "Read"
7. The software will now send an application to the Treo 680, this will be queued in Palm Desktop Software and will be transferred during the next hot sync operation,
8. Confirm that you wish to place the file on your handheld, when prompted (palm desktop software) then Sync Handheld
9. Treo unlocker will prompt you to press the sync button on the USB cable
10. Palm desktop will now install the required file onto the treo 680
11. You will also see the start and finish of the sync on the Server Client Software
12. Nextgen Software Client will now reset the treo 680 and attempt to connect to the handheld
13. Treo will then reset, disconnect and reconnect a second time.
14. The Nextgen Server will now generate the codes for your treo 680

## *Treo 680 Entering Codes*

1. Unplug Cable
2. Insert incorrect SIM card (1 the phone does not accept)
3. Power on Treo-680, "Sim not allowed" is displayed, click "ok"
4. Go to the dial pad, and use the stylus to enter code one *#*#MEP CODE# exactly as displayed in the server client. Then press "Dial"
5. Phone will reset and display "sim lock removed"

Phone Unlocked!!!!

## *Treo 680 Trouble Shooting*

Please make sure you are using Windows XP when attempting to unlock your phone

Please DO NOT use vista

Q. I get the message "handshake failed"

A. The most common cause for this is an application installed on the phone hanging or causing a conflict, the solution is straight forward and simple, simple perform a hard reset on your phone.

Hard Reset:

To perform a hard reset simple press the reset button on your Treo 680 with the stylus

CAUTION

A hard reset will wipe any data on your phone, you can backup your device with Palm Desktop Software prior to the Hard Reset, and restore it afterwards.

Q. The Software hangs on transfering the file to the Treo 680

A. Please make sure you are using V4.2 of Palm Desktop Software. If you are not you may download it from the link in the email sent to you with your login details.

If your problem has not been solved above then please open a Support Ticket.

# Treo Centro Unlocking

**Treo Centro Unlocking**
Requires Palm Desktop Software V4.2 to be installed

**Note About Palm Desktop V4.2**
Please use the CD that came with the Treo Centro smartphone to install Palm Desktop and HotSync Manager Software. At this time, Palm does not offer a downloadable version of this software
(You can only download Version 4.1 from palm website, this is not compatible)

Download V4.2 from here if you do not have the original CD: http://www.jictechnology.co.uk/jic_support.shtml
(Registration required)

It must be running and the phone you wish to unlock must have been synced/paired with the palm desktop software at least once.

It is very important to have the original SIM card in the phone, if you do not watch the phone's screen for the prompt about a missing SIM card.

1. Run Client
2. Enter your User name & Password under "username & password" tab
3. Click on "server settings" make sure "main server" is selected
4. in "phone settings" select "treo-centro" from drop down list.
5. Connect phone via USB cable to the PC
6. Click "Read"
7. The software will now send an application to the Treo Centro, this will be queued in Palm Desktop Software and will be transferred during the next hot sync operation,
8. Confirm that you wish to place the file on your handheld, when prompted (palm desktop software) then Sync Handheld
9. Treo unlocker will prompt you to press the sync button on the USB cable
10. Palm desktop will now install the required file onto the treo Centro
11. You will also see the start and finish of the sync on the Server Client Software
12. Nextgen Software Client will now reset the treo Centro and attempt to connect to the handheld
13. Treo will then reset, disconnect and reconnect a second time.
14. The Nextgen Server will now generate the codes for your treo Centro

# *Treo Centro Entering Codes*

1. Unplug Cable
2. Insert incorrect SIM card (1 the phone does not accept)
3. Power on Treo-Centro, "Sim not allowed" is displayed, click "ok"
4. Go to the dial pad, and use the stylus to enter code one *#*#MEP CODE# exactly as displayed in the server client. Then press "Dial"
5. Phone will reset and display "sim lock removed"

Phone Unlocked!!!!

# *Treo Centro Trouble Shooting*

Please make sure you are using Windows XP when attempting to unlock your phone

Please DO NOT use vista

Q. I get the message "handshake failed"

A. The most common cause for this is an application installed on the phone hanging or causing a conflict, the solution is straight forward and simple, simple perform a hard reset on your phone.

Hard Reset

To perform a hard reset simple press the reset button on your Treo Centro with the stylus

CAUTION

A hard reset will wipe any data on your phone, you can backup your device with Palm Desktop Software prior to the Hard Reset, and restore it afterwards.

Q. The Software hangs on transfering the file to the Treo Centro

A. Please make sure you are using V4.2 of Palm Desktop Software. If you are not you may download it from the link in the email sent to you with your login details.

If your problem has not been solved above then please open a Support Ticket.

# Treo 750 Unlocking

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

**Make sure your Treo 750 is fully charged before starting unlock!!!**
To unlock these phones you will need Microsoft Active installed on your PC, Microsoft Active Sync can be downloaded from the Microsoft website here:
http://www.microsoft.com/downloads/details.aspx?FamilyID=7269173a-28bf-4cac-a682-58d3233efb4c&displaylang=en

### Before you start.

1. **Make sure you have the latest server client** (at least 1.08h)
2. **Make sure you have Microsoft Active Sync Installed & Running.**

### Unlocking The Treo 750.

1. **Run Client**
2. **Enter your User name & Password under “username & password” tab**
3. **Click on “server settings” make sure “main server” is selected**
4. **in “phone settings” select “treo-750” from drop down list.**
5. **Make sure the 750 is switched on (including the phone part of the PDA)**
6. **Now Click on “Unlock Treo750”**
7. **The client will now unlock your Treo750**

**All Treo 750 SBL versions supported.**

# HTC Artemis and Excalibur Unlocking

***HTC S620, HTC S621, T-Mobile Dash, T-Mobile MDA Mail, O2 Xda Cosmo, Dopod C720W, Dopod C720, Orange SPV E600***

***HTC P3300, MDA compact III, XDA Orbit, Dopod P800W, Dopod P800, Orange SPV M650***

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

## Supported Phones

**HTC Artemis:-**

- HTC P3300
- MDA compact III
- XDA Orbit
- Dopod P800W
- Dopod P800
- Orange SPV M650

Select type “ARTE110” in client

**HTC Excalibur**

- HTC S620
- HTC S621
- T-Mobile Dash
- T-Mobile MDA Mail
- O2 Xda Cosmo
- Dopod C720W
- Dopod C720
- Orange SPV E600

Select type “EXCA100” in client

### Before you start.

1. **Make sure you have the latest server client** (at least 1.08h)
2. **Make sure you have Microsoft Active Sync Installed & Running.**

### Unlocking Atemis or Excalibur.

1. Run Client
2. Enter your User name & Password under “username & password” tab
3. Click on “server settings” make sure “main server” is selected
4. in “phone settings” select “HTC Smart Phone” from drop down list.
5. under “Smart phone Type Select” for Artemis models select “ARTE110” for Excalibur Models Select “EXCA100”
6. Make sure the phone is switched on and connected to Active Sync
7. Now Click on “Unlock HTC”
8. The client will Now read the Unlock Codes For your phone

### Entering The Unlock Code

1. Insert a SIM card the phone does not accept and power on the phone
2. The handset will now ask you to enter the code
3. Enter the code displayed in the clinet
4. Phone Unlocked !!

## Your CODE is also saved to a text file on your PC

If you close the client before after reading the code, you can retrieve the code by navigating to:-

C:\program files\jic technology\jic online server\

You will find a txt file there with your unlock code in it.

# HTC Hermes

***SPV M3100, XDA Trion, MDA Vario2, Cingular 8525, Dopod 838pro, v1605, Softbank X01HT Unlocking***

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

**Make sure your Smart Phone is fully charged before starting unlock!!!**

## Before you start.

1. **Make sure you have the latest server client**
2. **Make sure you have Treo HTTC drivers download and extracted to a folder on your PC.**
   **If using the full install drivers are copied to:-**
   **C:\Program Files\JIC Technology\JIC online server\httc-treo-driver**

**Before you go any further make sure Active Sync has been shut down, or the Client will be unable to communicate with the phone.**

**Also if you use "Microsoft Active Sync" Shut that down as well.**

## Unlocking The HERMES

1. **Run Client**
2. **Enter your User name & Password under "username & password" tab**
3. **Click on "server settings" make sure "main server" is selected**
4. **in "phone settings" select "heremes 100" from drop down list.**
5. **Open up the cover over the SD card,**
6. **Connect USB Sync Cable (as supplied with phone)**
7. **Place Phone in "Test Mode"**
   - **Press and Hold both the POWER and the side OK buttons**
   - **Using Pen/stylus Press and hold for 1 second Reset button**
   - **Release reset button, then release POWER & OK buttons**
   - **Display should be red/blue etc and detail boot loader version**
   - **Phone is now in Test Mode**

If Windows now detects a new device (this will happen the first time you put a treo650 into test mode, and the following you will need to do only once)

1. A new hardware wizard will appear. Select "No, not this time" if asked about connecting to the internet
2. Then on the next screen Select "Don't search, I will choose driver to install." Click on the "Have Disc … " button
3. Select the drivers, direct windows to the folder containing the Treo HTTC drivers, if presented with a Windows warning about Microsoft signing of drivers. Choose "Continue Anyway"
4. Windows will now install the drivers.
5. Click on finish on next screen
6. Windows has finished installing New Hardware

You will only need to do this once per PC.

8. **Now click "Unlock " on client SW,**
9. **The Client will now unlock your HERMES Smartphone,**

**DO NOT DISCONNECT YOUR SMARTPHONE UNTILL THE SOFTWARE DISPLAYS DONE**

HTC Hermes / HTC TyTN / O2 XDA trion / T-Mobile MDA Vario II / Vodafone 1605 VPA Compact III / Orange SPV M3100 / Dopod CHT 9000 / Dopod 838 Pro / DoCoMo hTc Z / Qtek 9600 / iMate JasJam / Cingular 8525 / Swissom XPA v1605 / SoftBank X01HT / Vodafone PDA 1605

## Trouble Shooting HTC Hermes

If when attempting to unlock HTC hermes phone you receive the message "Can't Detect The phone"
The SBL version of your phone needs to be updated.

**C:\Program Files\JIC Technology\JIC online server\Hard-SPL** and run **Hard-SPL.exe**

**The phone must be turned on and paired with active sync, make sure you have a fully charged battery !!**
**All versions of Hermes now supported**

## *Universal SPV5000, XDA Exec, MDA Pro, QTEK 9000*

Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

**Make sure your Smart Phone is fully charged before starting unlock!!!**

### Before you start.

3. **Make sure you have the latest server client**
4. **Make sure you have Treo HTTC drivers download and extracted to a folder on your PC.**
   **If using the full install drivers are copied to:-**
   **C:\Program Files\JIC Technology\JIC online server\httc-treo-driver**

**Before you go any further make sure Active Sync has been shut down, or the Client will be unable to communicate with the phone.**

**Also if you use "Microsoft Active Sync" Shut that down as well.**

### Unlocking The UNIVERSAL.

8. **Run Client**
9. **Enter your User name & Password under "username & password" tab**
10. **Click on "server settings" make sure "main server" is selected**
11. **in "phone settings" select "heremes 100" from drop down list.**
12. **Open up the cover over the SD card,**
13. **Connect USB Sync Cable (as supplied with phone)**
14. **Place Phone in "Test Mode"**
    - **Press and Hold both the POWER and the side OK buttons**
    - **Using Pen/stylus Press and hold for 1 second Reset button**
    - **Release reset button, then release POWER & OK buttons**
    - **Display should be red/blue etc and detail boot loader version**
    - **Phone is now in Test Mode**

If Windows now detects a new device (this will happen the first time you put a treo650 into test mode, and the following you will need to do only once)

7. A new hardware wizard will appear. Select "No, not this time" if asked about connecting to the internet
8. Then on the next screen Select "Don't search, I will choose driver to install." Click on the "Have Disc … " button
9. Select the drivers, direct windows to the folder containing the Treo HTTC drivers, if presented with a Windows warning about Microsoft signing of drivers. Choose "Continue Anyway"
10. Windows will now install the drivers.
11. Click on finish on next screen
12. Windows has finished installing New Hardware

You will only need to do this once per PC.

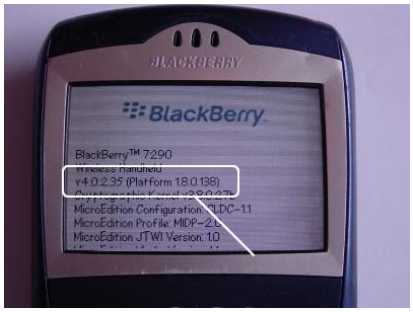
10. **Now click "Unlock " on client SW,**
11. **The Client will now unlock your UINVERSAL Smartphone,**

**DO NOT DISCONNECT YOUR SMARTPHONE UNTILL THE SOFTWARE DISPLAYS DONE**

## Blackberry Unlocking

Nextgen server now supports Blackberry Unlocking in realtime.
Unlock BlackBerry 5xxx, 6xxx, 7Xxx
Using standard blackberry USB cable (as supplied with phone),
*Phones not supported: X700, 7510 (iden), 5810, H700,*
*Ensure 6210 is USB version and not serial.*

Before attempting to unlock your Blackberry with Nextgen Server please check that your Blackberry has compatible firmware installed. To check the software/firmware version of your Blackberry simply navigate it's menu:-
**Goto SETTINGS or OPTIONS then ABOUT**




If you have a firmware/software version of: **4.0.X.XXX.** no firmware upgrade required, proceed direct to unlock.

***If your firmware version is 3.X.X.XXX then first you must upgrade your Blackberry, this is simple and easy to do, simply see the section in this document titled "****Instructions for upgrading your desktop and handheld software"*

### Reading MEP unlock Code

Before you start please close down all applications and close your firewall, if you are behind a router you will need to open port 6967, failure to do so may result in the client failing to connect to the server. **Also make sure the desktop handset management Software is closed, and the handset code disabled on the berry.**

1. Install the latest version of the server client on your PC
2. Connect up your Blackberry to your PC using it's USB cable.

If Windows now detects a new device (this will happen the first time you connect your blackberry to your PC, and the following you will need to do only once) **The drivers have been part of Windows update from 2004, so should already be on your PC.**

13. A new hardware wizard will appear. Select "No, not this time" if asked about connecting to the internet
14. Then on the next screen Select "Install Software Automatically (Recommended)" Click on the "Next " button
15. Windows will now search for the drivers.
16. Windows will now install the drivers.
17. Click on finish on next screen
18. Windows has finished installing New Hardware

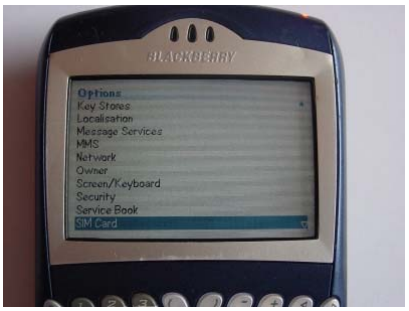
You will only need to do this once per PC. The first time you connect a blackberry to your PC.

3. Start the Nextgen Server Client:- Start > Program Files > Jic Technology > JIC Nextgen Server Client
4. Enter your User name & password
5. Make sure "main server" is set under Server Settings
6. Select "Berry" under Phone setting
7. Press "Get Berry Codes" on software
8. The server will now read and display the unlock codes on the server client, estimated time 10 to 30 seconds
9. You can now disconnect the phone from your PC.

**How to enter the unlock code on next page ……**

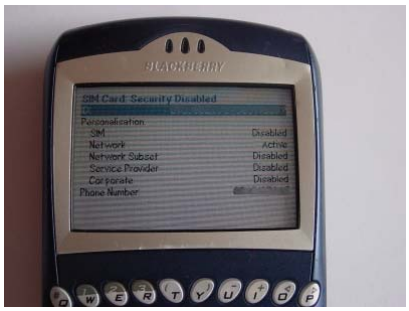
## Entering Unlock Codes

1. Goto Options Menu
2. Select “SIM Card” menu option
3. You will now see SIM Information screen but no information
4. While holding “Shift” key Type “**MEPD”** or in case of 7100 “**MEPPD”** *(no writing will appear on screen)*
5. You will now see screen detailing SIM locks status, and you will see active SM lock
6. To disable this now hold “ALT” key type “**MEP2**” or in case of 7100 “**MEPP2**” *(no writing will appear on screen)*
7. New dialogue window will appear asking for code
8. Enter the MEP code as displayed in the Server Client, press ok, with jog dial
9. Phone will display “code accepted” your phone will now accept any compatible SIM card.

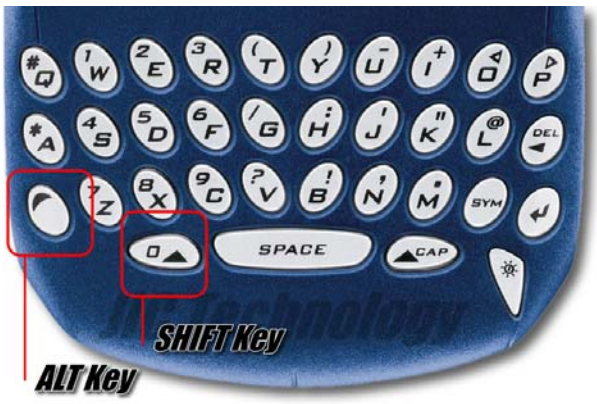


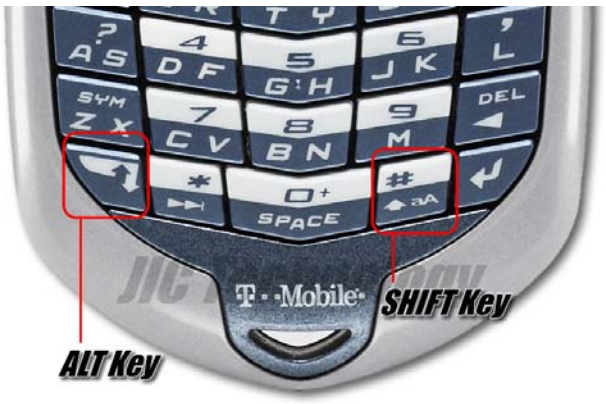

**Step 2.**

**Step 3.**




**Step 5.**




## Blackberry Trouble Shootoing

**Q. I get "incoming data corrupt" when trying to read codes.**
**A. The phones handset lock is on.**

If you are experiencing "incoming data corrupt" errors on the server this is because the lock code of the handset is turned on. If this is the case then the phone will not import or export data so the hand set lock needs to be turned off.

---

**Q. I have a 7290 or a 7230 and have turned the handset lock off, but still can not unlock.**
**A. Your phone has a policy lock and this is not removed by turning off the handset code or making a hard reset.**

Open Blackberry Desktop Manager (insure you have the latest version available from Blackberry installed)
Now, connect your Blackberry with Desktop Manager running
If you are asked for the password, enter it
Now, go into settings and security on the phone

Using the side roller, you should see the disable option NOW.
Select disable BUT ..... MAKE SURE you save this !!!!!!!!
Using the ESC key under your roller,
Go back out of the menu and you are prompted to save, discard or cancel, select SAVE!!!

Now you are ready to unlock your phone
Close Desktop Manager and run the unlocking software and start again

## *Instructions for upgrading your Blackberry desktop and handheld software*

If your firmware version is 3.X.X.XXX then first you must upgrade your Blackberry before you can unlock it. This is simple and easy to do.

**Step1. Download and install Blackberry Desktop V4.1**

1. Goto: http://www.blackberry.com/support/index.shtml
2. Under the heading "downloads" select "service packs"
3. Select "BlackBerry Desktop Software V4.1 in the pulldown
4. Choose Service Pack 1 (English) or Service Pack 1 (Multilanguage) if required
5. Now download this to your PC and run the installation
6. You will now be running version 4.1 of the Desktop software
7. This will also install your drivers

**Step 2. Now you need to download the firmware upgrade to suit your model**

1. On this page you will see various worldwide networks listed
2. Select your network and then select the newest firmware file for your model
3. Download this file and run the install on your PC

**NexTel - Downloads Page**
**Telus - Downloads Page**
**Bell Mobility - Downloads Page**
**Sprint - Downloads Page**
**Verizon - Downloads Page**
*If you need a dummy number code, use 9785050000*
**Cingular / AT&T - Downloads Page**
**T-Mobile - Downloads Page**
**Rogers - Downloads Page**
**Telstra Australia** - **Downloads Page**
**Hong Kong CSL** - **Downloads Page** –
*English, but Supports Chinese Characters*

**Verizon BroadbandAccess 4.0.2 (Hidden)** - **Downloads Page**
**Orange** - **Downloads Page**
**Vodafone UK** - **Downloads Page**
**Vodafone Ireland - Downloads Page**
**Vodafone Australia and Fiji - Downloads Page**
**Vodafone New Zealand - Downloads Page**
**Cable and Wireless (Cayman Islands) - Downloads Page**
**Dobson Cellular/Cellular One - Downloads Page**
**SunCom Wireless - Downloads Page**
**Optus Mobile Pty Limited - Downloads Page**
**Bharti Tele-Ventures Limited - Downloads Page**
**KPN Netherlands - Downloads Page**
**O2 Ireland - Downloads Page**
**O2 Europe - Downloads Page #1** & **Downloads Page #2**
(7290/8700)

Cont .....

**Step 3. Upgrading your Blackberry**

1. Start Blackberry Desktop Manager and plug in your Blackberry
2. Desktop Manager will prompt you that there is a new version
3. Proceed with the install
4. DON'T FORGET TO CHOOSE THE BACKUP OPTION
5. Once the upgrade is complete, your Blackberry takes about 5 minutes to reboot.
6. This is normal, so please wait.
7. Now you can proceed to unlock your phone

# Smart Phone Unlock (HTC Phones)

**Make sure Active Sync has been shut down, or the Client will be unable to communicate with the phone.**
Please identify your phone by looking at the OEMID, this can be seen on the label under the phones battery.

| Group | **OEM ID** (original equipment manufacture ID) | Common Network Branded Model Names |
|---|---|---|
| Himalaya | **PH10A, PH10B** | 2020, xda-II, SPV M1000, mda-II, PocketPC, 696 |
| Blueangel | **PH20B, PH20B1** | 9090, xda-IIs, SPV M2000, mda-III, PDA2K, 700 |
| Magician | **PM10A, PM10B, PM10C** | s100/s110, xda-II mini, M500, mda compact, Jam, 818/828 |
| Alpine | **PH10C, PH10D** | 2020i, XDA IIi, SPV M2500, PDA2, 696i |
| Wizard | **WIZA100 / WIZA200** | 9100, XDA mini S, M600 Renamed to M3000, MDA Vario, K-JAM, 838 |

**Placing the phone into BOOT MODE.**
**Test Mode procedures**

**Himalaya:** (2020, xda-II, SPV M1000, mda-II, PocketPC, 696)
Hold down [ACTION] (center of joypad) and [POWER] button at the same time Press RESET

**Magician:** *(MDA compact, XDA2 mini, SPV M500, QTEK S100)*
Hold down [CAMERA] and [POWER] button at the same time press RESET

**BlueAngel:** *(MDA3, XDA3 , SPV M2000, QTEK9090, SX66)*
Hold down [RECORD] and [POWER] button at the same press RESET

**Alpine:** *(XDA2i, SPV M2500)*
Hold down [ACTION] (center of joypad) and [POWER] button at the same time Press RESET

**Unlocking the phone**

1. **Run Client**
2. **Enter your User name & Password under "username & password" tab**
3. **Click on "server settings" make sure "main server" is selected**
4. **in "phone settings" select "HTC smartphone" from drop down list.**
5. **Then Select the correct "OEMID" from the model list**
6. **Place your HTC smartphone into Bootloader Mode** *(see guide above)*
7. **Connect USB Sync Cable (as supplied with phone)**

If Windows now detects a new device
(this will happen the first time you put an HTC phone into bootmode and connect to your PC, and the following you will need to do only once)

1. A new hardware wizard will appear. Select "No, not this time" if asked about connecting to the internet
2. Then on the next screen Select "Don't search, I will choose driver to install." Click on the "Have Disc … " button
3. Select the drivers, direct windows to the folder containing the Treo HTTC drivers (**C:\Program Files\JIC Technology\JIC online server\httc-treo-driver**,) if presented with a Windows warning about Microsoft signing of drivers. Choose "Continue Anyway"
4. Windows will now install the drivers.
5. Click on finish on next screen
6. Windows has finished installing New Hardware

You will only need to do this once per PC.

8. **Now click "Unlock HTC" on client SW**
9. **The Server Will Now Unlock Your HTC smart Phone**

**Phone Unlocked**

# Wizard Group Unlocking

**Including C500, C550 & C600 unlocking**

Qtek 9100

O2 XDA mini S

Orange SPV M3000

T-Mobile MDA Vario

I-MATE K-Jam

Dopod 838

Wizard **WIZA100 / WIZA200** 9100, XDA mini S, M600 Renamed to M3000, MDA Vario, K-JAM, 838

To unlock these phones you will need Microsoft Active installed on your PC, Microsoft Active Sync can be downloaded from the Microsoft website here:
http://www.microsoft.com/downloads/details.aspx?FamilyID=7269173a-28bf-4cac-a682-58d3233efb4c&displaylang=en

Preparing for unlock

1. Connect your phone via it's USB cable
2. Make sure active sync is running
3. Make sure you have a connection between your phone and active sync

More detailed instructions on the above can be found in your smart phones user manual.

**Reading The Unlock Code**

1. **Run Client**
2. **Enter your User name & Password under "username & password" tab**
3. **Click on "server settings" make sure "main server" is selected**
4. **in "phone settings" select "HTC smartphone" from drop down list.**
5. **Then Select the correct "OEMID" from the model list.**
6. **Click "Unlock HTC"**
7. **follow the on screen instructions/prompts**
8. **The server Software will now read the unlock code from your Wizard phone**

Entering the codes

1. Insert Incorrect SIM card in the phone
2. Phone will state "network Locked" and ask you to input unlock code
3. Enter the code displayed in the Nextgen server client

**C500, C550, C600 trouble shooting**

**Application Unlocking HTC Snartphones.**

If during unlocking of your HTC smartphone (especially C500, C550 & C600), you see the error message:-
"Installation failed. The program or setting cannot be installed because it does not have adequate system permissions"

Follow the following process to decertify your phone.

1. Copy the following program to your phone regeditSTG.exe
2. Locate the file on your phone and run it, this is a registry editing program.
3. Change the following registry entries

   HKLM\Security\Policies\Policies\00001001 = 1 (RAPI)
   HKLM\Security\Policies\Policies\00001005 = 40 (Cert)

4. Close the application
5. Connect your Smartphone to your PC
6. On your PC open the application SDA_ApplicationUnlock.exe
7. Click "Remove Lock"

**The required files/programs can be found in C:\program files\jic technology\jic online server\HTC_application_unlock**

# HTC Touch/Elf Unlocking

***HTC Touch P3450, Xda Nova, T-Mobile MDA Touch, Airtel HTC Touch Unlock***

**Preparing for unlock**

1. Connect your phone via it's USB cable
2. Make sure active sync is running (always use the latest version)
3. Make sure you have a connection between your phone and active sync

More detailed instructions on the above can be found in your smart phones user manual.

**Reading The Unlock Code**

1. Run Client
2. Enter your User name & Password under "username & password" tab
3. Click on "server settings" make sure "main server" is selected
4. in "phone settings" select "HTC smartphone" from drop down list.
5. Then Select the correct "OEMID" from the model list. (ELF100 for these phones)
6. Click "Unlock HTC"
7. follow the on screen instructions/prompts
8. The server Software will now read the unlock code from your Wizard phone

**Entering the codes**

1. Insert Incorrect SIM card in the phone
2. Phone will state "network Locked" and ask you to input unlock code
3. Enter the code displayed in the Nextgen server client

# NEC 3g Unlocking

Download and install the latest server client.
Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

You will need a Cruiser Type USB Cable (HTDI cable) and GX30 connector
Install the USB Cable drivers supplied with your cable.

1. Open the server client Software and enter your user details under the Username & Password tab
2. Select “MAIN SERVER” under the Server Settings tab
3. Select “NEC 338” under the Phone Settings TAB
4. If you are unlocking an NEC338, Enter *#2820# into your phone to check the Software version
5. If you see sv04 then checkmark “NEC338 V4”
6. Connect the phone to the cable, powered on, no sim card.
7. Press “Unlock NEC338” on the software
8. The client will now connect to the server, and unlock your phone.

## LG 2g USA Unlocking

Download and install the latest server client.
Please shut down any Antivirus SW on your PC (it must be shut down not disabled, see your AV suppliers documentation on instructions how to do this) while using the Nextgen Server, This is very important !!

Models:
C1300,C2000,F7250,F9100,G4010,G7020,G4011,G4020,G4050,G5500,G7000,G7030,G7050,L1100,L1400,L5100,T5100

You will need a Cruiser Type USB Cable (HTDI cable) and appropriate LG connector
Install the USB Cable drivers supplied with your cable.

1. Open the server client Software and enter your user details under the Username & Password tab
2. Select “MAIN SERVER” under the Server Settings tab
3. Select “LG2g” under the Phone Settings TAB
4. Connect the phone to the cable, powered off, no sim card.
5. Press “Unlock LG2G” on the software
6. The client will now connect to the server, and start the unlock
7. Press and hold the power button on the phone when prompted
8. The client will advise you when the unlock is done.

**If the phone is still locked then power on phone and enter 2945#*# select factory reset**